

DEPARTMENT OF GENERAL SERVICES
Records Management Division

SCHEDULE
NO. 1282

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RECORDS RETENTION AND DISPOSAL SCHEDULE

PUBLIC SERVICE COMMISSION

CONSUMER ASSISTANCE & PUBLIC AFFAIRS

AGENCY

DIVISION

Item No.	Description	Retention
1.	<p><u>Supersedes Schedule 979 - Page 5 of 7</u> <u>Item 1 & 2</u></p> <p><u>Consumer Assistance Records</u></p> <p>This includes formal complaints received either by telephone or by walk-in. The informal complaint form contains a brief description of the complaint and the reply from the utility company.</p> <p>Written complaints, when received, are forwarded to the utility company involved and the response from the utility company is reviewed and an appropriate response is then forwarded to the consumer.</p> <p>A. <u>Informal Complaints</u></p> <p>Brief description of inquiry or complaint Company's response Closing date</p> <p>B. <u>Formal Complaints</u></p> <p>Consumer's complaint (letter and any enclosed attachments) Letter forwarding complaint to the company Response of the Public Service Commission</p> <p>C. <u>Log Book</u></p> <p>Name of consumer, complaint number, name of company involved, date of receipt and date closed by the Commission.</p> <p>D. <u>Affidavits</u></p> <p>Utility company certifications of impending terminations of service--in effect 11/1 thru 3/31</p>	<p>Retain in office for 3 years, then destroy.</p> <p>Retain in office for 3 years, then destroy.</p> <p>Retain in office for 3 years, then destroy.</p> <p>Retain in office for 2 years, then destroy.</p>

Schedule Approved by Department,
Agency, or Division Representative

Schedule Authorized by
Hall of Records Commission

2/14/91 R. E. Hawkins Exec. Sec.
Date Signature Title

6/28/91 Edw. J. Ford
Date State Archivist

DEPARTMENT OF GENERAL SERVICES
(Continuation Sheet)

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Item No.	Description	Retention
2.	A. <u>Subject Files (Correspondence/Information)</u>	
	1. CAPA Matters	Retain 3 yrs., then destroy.
	2. Consumer Rights Pamphlets	Retain 5 yrs., then destroy.
	3. Environment	Retain in office for 3 years, then destroy.
	4. Gas and Electric Matters	Retain in office for 3 years, then destroy.
	5. General Assembly Matters	Retain in office for 3 years, then destroy.
	6. Miscellaneous Matters	Retain in office for 3 years, then destroy.
	7. NARUC	Retain in office for 3 years, then destroy.
	8. Orders (Copies)	Retain in office for 3 years, then destroy.
	9. Personnel Matters	Length of employment plus 2 years, then destroy.
	10. Public Affairs matters	Retain 3 years, then destroy.
	11. Telecommunications matters	Retain in office 3 years, then destroy.
	12. Transportation Matters	Retain in office for 3 years, then destroy.
	13. Water Matters	Retain in office for 3 years, then destroy.

2/14/81 P. S. Hawkins Exec. Sec.